

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Deputy Temporary Accommodation & Procurement Manager	Grade: PO4
Section: Allocation and Provision	Department: Housing and Regeneration
Responsible to following manager: Temporary Accommodation & Procurement Manager	Responsible for following staff: 6x Procurement & Letting Solutions Officers
Post Number/s: RWH0726	Last Review Date: May 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

To be responsible for the acquisition of private sector accommodation, developing and promoting the Council's accommodation procurement and letting schemes in order for the Council to discharge its duties under the Homelessness Reduction Act 2017, and other statutory provisions as well as to provide long-term leasing solutions.

To develop and manage the Council's procurement team and ensure a consistent supply of affordable private sector accommodation.

Specific Duties and Responsibilities

1. To ensure that all procurement of private sector accommodation is within statutory guidelines, under each Councils' sovereign housing duties and Homeless Code of Guidance. To ensure that all properties procured for the Councils' use meet housing health and safety standards (in line with the Housing Health & Safety Rating System).
2. Responsible for ensuring good practice within the procurement team, maintaining robust, clear processes and operational procedures; updating working practises as and when required to ensure the productivity and wellbeing of the team.
3. To lead on the negotiations with landlords, agents and developers procure affordable, suitable cost-effective properties. To develop and maintain a communications plan to ensure our schemes are regularly promoted, including arranging forum and developing good practice.
4. To manage, lead and develop a team of staff to ensure that performance targets are exceeded whilst providing a customer focussed effective front-line service. To review best practice and ensure that the team continuously improve in service delivery.
5. Responsible for overseeing the administration, promotion, and development of the Councils' various housing procurement initiatives as well as providing assistance where required with mobility schemes; focusing on developing links and partnerships with private sector landlords and all accommodation providers to increase the supply of suitable accommodation to meet various housing duties and powers for households who are homeless or at risk of homelessness.
6. Research and implement cost effective rehousing solutions and opportunities to assist clients, including exploring opportunities out of London and assisting with profiling homelessness households to ensure suitable procurement, as well as any other initiatives to reduce temporary accommodation spend.
7. To lead on creating and maintaining links with potentially homeless clients and identify property solutions to prevent temporary accommodation admission.
8. To lead on the renegotiation and reduction of nightly paid temporary accommodation rates with providers of nightly paid accommodations, ensuring that properties procured under this scheme represent good value to the Council and are in line with the Council's budget objectives to reduce spend in Temporary Accommodation.
9. To lead on the block booking of cost-effective nightly paid accommodation, to secure on a longer-term basis ensuring that it represents a significant saving to single unit current nightly paid accommodation, across all bedroom sizes.
10. To encourage and promote innovation within the procurement team, identifying areas of change where required to support continued growth and procurement efficiency.

11. Where required, to assist with temporary accommodation is inspected regularly for occupancy checks.
12. To respond to any enquiries and or complaints from councillors, members, local government ombudsman. Ensure the team provide timely responses for the Reviews Team where a request has been made under Section 202 of the Housing Act (as amended)
13. Responsible for ensuring that budgetary expenditure is correctly paid and accurately recorded within audit guidelines.

Generic Duties and Responsibilities

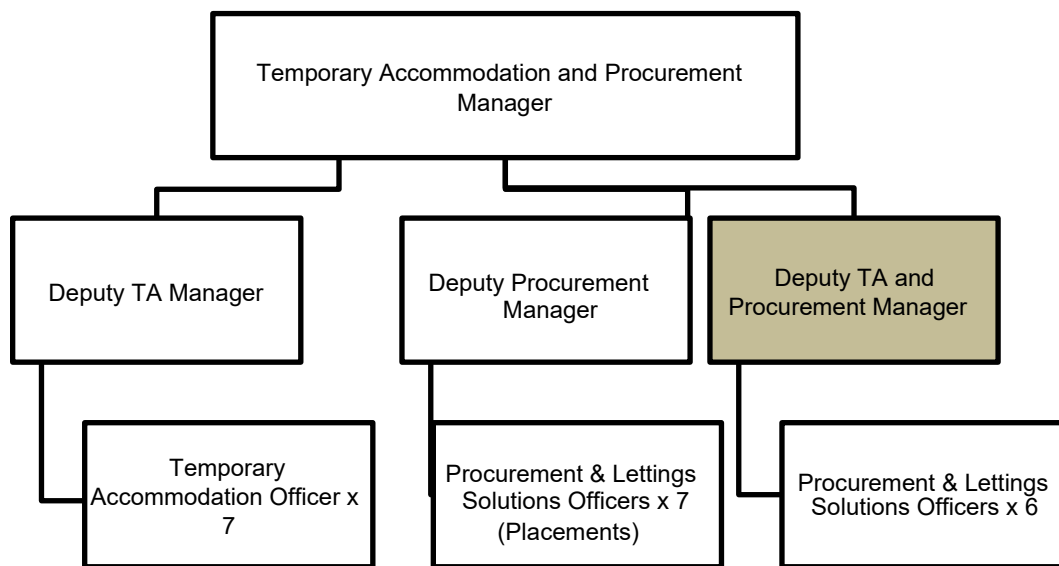
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- Working very closely with Temporary Accommodation and Procurement Team to maximise the opportunities for households. Working collaboratively with all relevant teams.
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- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- To be able to carry out property inspections and viewings
- To be part of a team
- Must have use of a car and be able to carry out visits and/or be able to carry out visits using public transport
- To work outside of normal working hours to cover emergencies
- To be able to work with vulnerable applicants

- As and when directed in response to service needs and or service needs to undertake the duties of an officer on property management and allocation team.
- To be able to maintain financial and performance information accurately and adhere to budgets.
- To maintain and produce performance statistics to monitor and improve team targets.
- Proven ability to manage a team of 7x Procurement & Letting Solutions Officers and identify service improvements
- To participate in any duty rota.

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Able to demonstrate experience of managing and developing a team to deliver a customer focused service.	X		
Current homeless legislation regarding temporary accommodation and private sector housing homeless offers.	X		
Relevant Landlord and Tenant legislation.	X		
Housing Act 2004 – in particular, the hazards identified under the HHSRS (Housing Health & Safety Rating System).	X		
Welfare reforms and LHA scheme within the context of the job role.	X		

Experience	Essential	Desirable	Assessed
Carrying out property inspections and track record of dealing with landlords.	X		
Creating and implementing innovative strategies to procure accommodation and mitigate the use of social housing.	X		
Managing and developing a target-driven team with an outcome focused approach.	X		
Compile and analyse statistical information and present at a senior management level.	X		
Proven experience of private and/or social sector lettings or an understanding of the private lettings market, in the context of the role.	X		
Skills	Essential	Desirable	Assessed
Able to negotiate with landlords in terms of rates/incentives.	X		
Able to negotiate with landlords in terms of rates/incentives.	X		
Demonstrates resilience and a positive approach when navigating demanding situations, maintaining composure and focus to achieve effective outcomes.	X		
Work with changing priorities and adapt to new targets including leading a team of staff.	X		
Be able to problem solve.	X		
Excellent communication skills.	X		
Highly organised and efficient in keeping records and maintaining budgetary and performance information.	X		
Qualifications	Essential	Desirable	Assessed
HHSRS	X		

A – Application form / CV

I – Interview

T – Test

C - Certificate